

CLAIMS

What is claimed is:

1. A method comprising:
receiving a message;
subdividing the message based on an analysis of content in the message;
and
sending subdivided sections of the message to an agent based on the analysis of content.
2. The method of claim 1, wherein the agent provides a response to one of the subdivided sections received.
3. The method of claim 2, wherein the subdivided sections of the message are reviewed again to determine if a subsequent response is needed.
4. The method of claim 3, wherein if a subsequent response is needed, the subdivided sections of the message are sent again to an agent to provide the subsequent response.
5. The method of claim 1, wherein the message is analyzed to determine if the subdivided sections of the message have been responded to.

6. The method of claim 5, wherein the subdivided sections of the message not having been responded to by an agent are sent again to an agent to provide a response.

7. A machine-readable storage medium tangibly embodying a sequence of instructions executable by the machine to perform a method, the method comprising:

receiving a message;

subdividing the message based on an analysis of content in the message;

and

sending subdivided sections of the message to an agent based on the analysis of content.

8. The machine-readable medium of claim 7, wherein the agent provides a response to one of the subdivided sections received.

9. The machine-readable medium of claim 8, wherein the subdivided sections of the message are reviewed again to determine if a subsequent response is needed.

10. The machine-readable medium of claim 9, wherein if a subsequent response is needed, the subdivided sections of the message are sent again to an agent to provide the subsequent response.

11. The machine-readable medium of claim 7, wherein the message is analyzed to determine if the subdivided sections of the message have been responded to.

12. The machine-readable medium of claim 11, wherein the subdivided sections of the message not having been responded to by an agent are sent again to an agent to provide a response.

13. A system comprising:
a first unit to store a message sent from a message sender;
a parser to subdivide the message based on a message analysis; and
a router to route the subdivided sections of the message to an agent appropriate for the subdivided section.

14. The system of claim 13, wherein the agent provides a response to one of the subdivided sections received.

15. The system of claim 14, wherein the subdivided sections of the message are reviewed again to determine if a subsequent response is needed.

16. The system of claim 15, wherein if a subsequent response is needed, the subdivided sections of the message are sent again to an agent to provide the subsequent response.

17. The system of claim 13, wherein the message is analyzed to determine if the subdivided sections of the message have been responded to.

18. The system of claim 17, wherein the subdivided sections of the message not having been responded to by an agent are sent again to an agent to provide a response.